

North Carolina Immunization Registry (NCIR)

Reporting and Returning Expired Vaccine (Non-COVID-19 Vaccine)

User Guide

Last Updated: October 4, 2021



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**



Background on Expired Vaccine

Expired Private Inventory vs. Expired Public Inventory

- You can modify your expired private inventory on your own.
- Expired state supplied inventory must be:
 1. Physically on hand (accounted for) or not physically on hand (unaccounted for), expired/spoiled public vaccine must be documented in the NCIR.
 2. Unaccounted for vaccine must be reported to the Immunization Branch.
 3. Vaccine that is physically on hand must be returned to McKesson.

Expired State Supplied Vaccine

1. **Vaccine Physically on Hand:** vaccine that is physically located at your facility (counter/box)
2. **Vaccine not on Hand:** vaccine that is no longer located at your facility
3. **A combination of doses on hand and some that can not be located:** Some of the vaccine is physically on hand at your facility and some cannot be located

Scenario 1: Expired Public Vaccine IS Physically On-Hand

Process

1. Document the vaccine expired as expired in the NCIR
2. Wait for the following items:
 - Wasted/Expired Report that will be **emailed** from the Immunization Branch with a specific Vaccine Return ID number for your vaccine
 - **Emailed** shipping labels from McKesson, these ship the expired vaccine back to McKesson.

Scenario 2: Expired Public Vaccine is No Longer On-Hand

Quick Notes

- The most common reasons for this discrepancy:
 - Vaccine was administered physically but not documented in the NCIR
 - An immunization (from an earlier date) was deleted from a shot record and can not be found in the physical inventory
- These doses are considered unaccounted doses so please remember to document all doses administered into the NCIR.

Process

1. THE ONLY THING you need to do is contact the NCIR Help Desk at 877-873-6247 and ask them to remove the vaccine from inventory.

Scenario 3: Some Expired Public Vaccine is Physically On-Hand and Some Is Not

Quick Notes

- The most common reason for this discrepancy is that the vaccine was administered but not documented.

Process

1. Document in the NCIR the expired vaccine you have **physically** to send back
2. Call the Help Desk and ask them to remove the remaining unaccounted doses from your NCIR inventory.
3. Ship the returnable vaccine to McKesson (with required labels)

Steps to Document Expired Vaccine

Step 1 of 5: Count Expired Vaccines and Navigate to Transfers Page

1. It's a good idea to count your expired vaccines before you begin the process to document them in the NCIR. This helps ensure that the physical count of vaccines matches what the NCIR reports your facility as having on hand.
2. Click **Manage Transfers**

Audience

Administrator

home change password logout help desk

organization TEST ORGANIZATION • user Athena Roberts • role Administrator

announcements:

NEW 02/15/2016 ~ [NCIR Meaningful Use Registration Portal](#)
NEW 02/04/2016 ~ [2016 Immunization Schedules](#)
NEW 12/21/2015 ~ [Pentacel® Vaccine Delay Guidance](#)
NEW 12/08/2015 ~ [Pentacel Update](#)
NEW 11/19/2015 ~ [Holiday Shipping](#)
[more announcements](#)

release notes:

NEW 10/01/2015 ~ [Release Version 9.5.0](#) NCIR Release Notes Version 9.5.0
[more release notes](#)

Vaccine Order/Transfer Notification ...

Type	Shipped	Awaiting Return Shipment	Rejected
Order(s)		No Order Notification	
Transfer(s)		No Transfer Notification	

Active Inventory that is Going to Expire ...

Site Name	Trade Name	Lot Number	On Hand	State	Exp Date
TEST ORGANIZATION	Imovax Rabies ID	123456	998	N	06/01/2016
TEST ORGANIZATION	RabAvert	abcdef	998	N	07/01/2016
TEST ORGANIZATION	YF-VAX	test_yfvax	97	N	06/30/2016
Wright Way Peds	Adacel	AD4857894	1	N	03/29/2016

Step 2 of 5: Create New Transfer

1. You should get a pop-up for the expired vaccine. Click **OK**.
2. Click **New Transfer**.
3. Click **Transfer All Expired**.

Audience

Administrator

Lot Number: C3818AA Vaccine Name: Dtap-Hib-IPV Trade Name: Pentacel Expiration Date: 01/15/2013
All expired state-supplied inventory must be transferred to the state.
Please transfer this inventory to the State via the manage transfer menu option.

Note: There are additional expired lots in inventory.

OK

Manage Transfer

Create a New Transfer....

New Transfer

Return to Manage Transfer Screen....

Cancel

New Transfer

Sending Site TEST ORGANIZATION ▼

Save

Internal Receiving Site ▼ or

Transfer all Expired

Receiving Organization ▼

Cancel

Note: Only those sites or organizations which have inventory set up are displayed.

Step 3 of 5: Enter Expired Dose Quantity

1. In the **Transfer Quantity** box, enter the number of doses that you are PHYSICALLY sending back. Make sure this number matches EXACTLY what the NCIR says you have (Quantity Available).
2. If it matches, move to the next step.
3. If the numbers DO NOT match call the NCIR Help Desk at 877-873-6247 and ask them to remove the excess doses from your inventory
4. Enter a **Preventive Action** (e.g. "Use before expires").

Audience

Administrator

Internal Receiving Site or

Receiving Organization

Note: Only those sites or organizations which have inventory set up are displayed.

Transfer Item									
Remove	Transfer Quantity	Trade Name	Vaccine Group	Lot Number	Quantity Available	Active	State	Expiration Date	* Preventive Action
<input type="checkbox"/>	<input type="text" value="10"/>	Boostrix	Td - Tdap/Pertussis	AC52B056BB	10	N	Y	07/01/2012	<input type="text"/>
<input type="checkbox"/>	<input type="text" value="7"/>	Boostrix	Td - Tdap/Pertussis	AC52B060CA	7	N	Y	09/17/2012	<input type="text"/>

Step 4 of 5: Print Packing List

1. Click **Save** (and make sure you see the blue “Saved Successfully” message).
2. Click **Packing List**.
3. Print the Packing List. You **MUST** do this in order to finish the transfer. (This will popup in a separate window, if you have your popup blocker on, click **Allow**).

Audience

Administrator

The screenshot shows a web application interface for the North Carolina Immunization Program. A red box highlights a blue message that says "^^Saved Successfully^^" above a "Save" button. Below the "Save" button are buttons for "Packing List", "Label", "Finish Trans", "Ship", and "Cancel Transfer". A red arrow points from the "Packing List" button to a separate window titled "NORTH CAROLINA IMMUNIZATION PROGRAM PACKING LIST".

**NORTH CAROLINA IMMUNIZATION PROGRAM
PACKING LIST**

Shipment Date: _____

SHIPPED FROM	To:
CAROLINE PEIFER RN, BSN	NCIR HelpDesk
WAKE FOREST UNIVERSITY FAMILY PHYSI	VACCINE DISTRIBUTION
1920 W 1ST ST	5601 SIX FORKS ROAD
WINSTON SALEM, NC, 27103	BLDG 2, 2ND FLOOR
	RALEIGH, NC, 27609
Phone: (336) 7161274	Phone: (877) 8736247

IMPORTANT NOTES ON RECEIVING VACCINES:
Verify lot, expiration and quantity against the packing list.

Vaccine	Lot Number	Expires	Doses	Cost/Dose	Total Cost
Tdap (Boostrix) - GlaxoSmithKline (Contains Recombinant and Other Ingredients)	AC52805688	07/01/2012	10 0	\$28.54	\$285.40

Step 5 of 5: Ship Transfer

1. Click **Ship**
2. Verify ship date (do not change the date)
3. Click **Ship** again.
4. Look for the “**Transfer Successfully Shipped**” message

****Saved Successfully****

Save

Packing List Label

Finish Trans **Ship**

Cancel Transfer

Ship Transfer

* Enter Ship Date 01/23/2014

Ship

Cancel

Manage Transfer

Transfer Successfully Shipped

Create a New Transfer.... New Transfer

Return to Manage Transfer Screen.... Cancel

Audience

Administrator

After Completing the Transfer

After Completing the Transfer

Wait **1-2 business days** until you receive TWO emails to help you ship your expired or spoiled vaccine back to McKesson

- A Wasted/Expired Vaccine report and instructions email from an Immunization Branch Representative- this form includes a Vaccine Return ID Number that is **required** to process the return.
- A Shipping Label from McKesson- this will also arrive by email

Reminder: ALL State Supplied Expired/ Spoiled vaccines will be returned to McKesson for processing (EXCEPT COVID-19 VACCINE), unless it is an open multi-dose vial (waste on site).

Audience

Administrator

What to Look For

To: Vaccine Shipping Contact

This email is to provide instruction for a new process to return expired state supplied vaccines to McKesson. Please read the instructions listed below carefully and should any questions arise please contact the NCIR Help Desk at NCIRhelp@dhhs.nc.gov

YOU WILL RECEIVE THE FOLLOWING INFORMATION VIA EMAIL:

1. Wasted/Expired Form (included in this email) with the REQUIRED codes for you to return the expired vaccine to McKesson.
2. UPS Shipping Label email from McKesson (included in separate email- See Below for example)

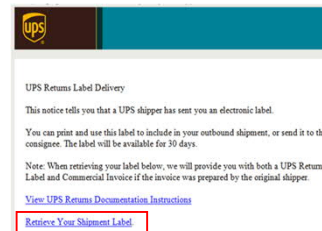
**** If you do not receive this email from McKesson within 1-2 business day please contact the NCIR Help Desk at NCIRhelp@dhhs.nc.gov ****

Step 1: Print the Wasted/Expired Form attached to this email and include in the box when the expired vaccines are returned to McKesson.

Step 2: Open the email from McKesson containing the UPS shipping label, click the "Retrieve Your Shipment Label" link to print your return label, and follow the remaining instructions.

The following is an example of the email from McKesson containing the shipping label for your return. **Emailed Instruction Sheet from the Immunization Branch will look like this** as this message was received, with

From: McKesson Specialty Care Dist
Sent: Tuesday, March 22, 2016 9:08 AM
To: NCIP Provider



Email containing the shipping labels will look like this, only click "Retrieve Your Shipping Label" link



Shipping labels will look like this

Audience

Administrator

Where to Go for More Help?



Questions?

Contact your Regional Immunization Program Consultant (RIC)

The RIC Coverage Map with contact information is located on the Immunization Branch website:

<https://www.immunize.nc.gov/contacts.htm>

NC Vaccines Help Desk

1-877-873-6247

(Monday – Friday 7:00 AM – 7:00 PM ET and Saturday 8:00 AM – 4:00 PM ET)

https://ncgov.servicenowservices.com/csm_vaccine?id=immunizations&sys_id=69f035b11b037c9099510f6fe54bcbee

Appendix

NCIR Roles

NCIR Role	Role Definition	Corollary Role in CVMS
Reports Only	This person in NCIR is only able to search for clients and view/print client specific records.	N/A
Typical User	Person who can manage, including add and edit, clients in NCIR, as well as manage inventory and ordering. This role also has all of the functionality of the Reports Only role.	Healthcare Provider
Inventory Control	Person who can manage inventory and ordering, as well as all of the functionality of the Typical user and Reports Only roles.	N/A
Administrator	Person who can manage organization users, sites, and clinicians in NCIR. They run practice-level reports, including reminder/recall. This role also has all of the functionality of the Reports Only, Typical User, and Inventory Control roles.	Location Manager